

# AQIP

December 10, 2009

## Table H:

### Strengths:

- Keep up with technology in classroom
- Open orientation for student employees
- We pay attention to student success
- The Writing Center
- The Library
- The newsletter for library
- Every division has an area for students to get help
- Applewood Café-training of students
- Campus Safety
- The maintenance/grounds staff
- The Bistro
- Follow through on employee suggestions

### Recommendation:

- We recommend addressing the underprepared student issue-put a process in place that addresses the following:
  1. Academics
  2. Classroom behavior
  3. Work ethics
- If these are addressed there will be better work study, legitimate financial aid & student success!

### Process:

- Advertising
- Faculty assignments

**Table I:**

**Individually**

- No “open” Enrollment w/o high school diploma
- Navigation of website
- How students navigate “the system”
- Collaboration between faculty & administration
- Embrace Change – “that won’t work here”
- Fitness Center- “Just Do It”
- More Developmental Classes
- Feedback mechanism from students
- More to help students adjust to MCC (skills, motivation, etc.)
- Give K-12 instructors a Gold Card like option
- More credit & non-credit articulation (e.g., BCON certificate program)
- More high-tech social networking
- Making campus more green
- Improving Financial Aid personnel, process, value
- Pre-College
- Student Preparedness

**Recommendation:**

- We recommend avenues for increased student preparedness (not just academic)

## **Table F:**

### **Strengths:**

- Bear Bistro (place for all to gather)
- Advising/Counseling renovation-Student friendly
- Simplified Gen. Ed. Requirements for students
- Merging IS & ED systems = ITS
- Collaboration-great!
  1. Credit & Non-Credit programs:
    - a) persons re-enter workforce
  2. Community (more Open):
    - a) Views from are no taken seriously (local activities)
    - b) Extension sites
  3. Economic development:
    - a) Department working together to serve members of community
    - b) Partnerships with concerned Pastors=Great Lakes,
    - c) With businesses where graduates go to work
- Marketing:
  1. Radio, T.V., Internet
- Students/Employers say that students are prepared want to return to MCC to complete degree.

### **Strengths of Faculty & Staff:**

- Knowledgeable of trade
- Involved
- Challenging
- Upbeat (not just here for \$\$)
- Support Staff
- Willing to know each other & department

## Table J:

### Strengths:

- Social Service Programs:
  1. Life Issues/counseling
  2. Support basic life needs
  3. Needs vs. funding W.I.E.D.
  4. Prep for registration
- Mandatory Advising for length of Student Learning
  1. Personnel trained
  2. Enrollment management/forecasting
  3. Available students-course offerings
- High School Outreach to attend MCC
  1. Surrounding counties
- College Preparedness (behavioral & academic)
- Community minded
- Commitment to students
- Flexible education (training, formal education, GED)
- Institutional leadership (integrity-truth, actions, words)
- Building & grounds (beautiful, useful, safe)
- Education is lifelong learning, keep adding programs to fit community needs
- Format opportunities
- Challenged curriculum
- Responsiveness is positive from instructors
- Learning styles matched
- Instructors are knowledgeable
- Student gatherings “common” areas, benches accessibility for people with challenges
- ITS-web advisor help desk
- CPSC process
- Safety-public safe environment

- WF&CD-internal & external

**Table A:**

**Strengths:**

- Range of occupational degrees
- Webpage online
- Faculty Accessibility (office hours, email, informal contacts)
- Dedication to providing learning tools and resources that will increase student success-quality of faculty
- Community Involvement
- Commitment to developing improving programs (new program development, film set, short term)
- Desire for continuous growth (articulation agreement, university connection, skill centers)
- Friendly people, people who are willing to help
- Timely application processing at satellite campus-turnaround time
- Community centers
- Communications/email-kept informed (forums for students and faculty)
- University-articulation
- Employability of students completing MCC programs
- Parking structure, parking
- Expand classrooms more
- Expand/improve financial aid
- Understand value of each department to educate faculty, staff (if everyone was educated we could all assist students more effectively and efficiently)
- Support to satellite campuses (ITS, isolated, AV, tech support)
- Did you know: daycare facility on campus, public access radio station, TV broadcasting expand studios, more MCC based scholarships
- More PD for inter-department sharing/knowledge of services to be more community based, in-servicing
- Adult learning training & education

- Coaching approaches to student advising and advocacy
- Coordination & collaboration of tutoring and student study groups, labs
- Diversity training

**Recommendation:**

- We recommend staff and faculty in-servicing to orientate and educate on department, unit, division so that no department is left behind (we can be knowledgeable to assist students)
- Advertising
- Faculty assignments

**Table K:**

**Strengths:**

- Recent addition of financial aid staff
- 5pm-11pm processing paperwork-helps focus on customer service 8am-5pm
- ITS help desk-student place to get help
- Technology support (email/text, etc.) to help communication between students & faculty
- Division staff being able to notify students of class cancellation via email
- Beginning to enforce student use of mcc.edu email as the standard
- Web Advisor-able to enter info to be used with emergency notification system
- Bistro!

**Examples of Collaboration:**

- WFD and other parts of campus
- Faculty assignment system
- Palnet Library Co-op (Kettering, Baker, Mott)
- Library-search acquire across many libraries (Melnet)
- Accessible to employers
- Webpage content updates

#### **Table D:**

##### **Strengths:**

- Preventative maintenance
- Flexibility-curriculum-community needs
- New employee recruitment
- Ability to grow-program expansion

##### **Processes:**

- Student employment
- Budgeting
- Advertising/marketing
- New programs

##### **Table Discussion:**

- In student general education requirements
- Flexibility in office hours to accommodate student schedules
- Restructuring to meet students/employee needs (internal process-ITS)
- Advances in technology/availability
- Partnerships with community organizations: Michigan Works, Hispanic Technology Center

##### **Opportunity Conversation**

- Create internal groups

- Identify what it takes to be successful make it mandatory before they start training “keep their dream alive”

#### **Table Q:**

##### **Strengths:**

- Affordable, accessible higher education
- Credits transfer to almost every university
- Degree of interaction between campuses & community
- Our presence in region has evolved, recognized as a presence, more reaching out to community to inform them of our services
- Amount of information on website
- Recognition of quality of programs
- Wide range of programs
- Programs that offer quick entry into workforce (certificates, short term programs as well as transferability)
- Credit & non-credit offerings
- Access to technology support

##### **Recommendations:**

- College-wide retention/success program-including mandatory advising case management, coordinated support services
- Standardized process for articulation between non-credit courses

- Process for course

**Table R:**

**Strengths:**

- Good customer service
- Ability to have students come to MCC (recruiting)
- Tuition-low rate
- Dedication and commitment of faculty & staff to students
- Really nice, helpful and courteous staff
- Public safety presence on campus and at satellite campuses
- Maintenance staff is very receptive to the needs of faculty & staff
- ITS staff responds to problems in a very timely manner
- Staff and faculty is appreciative and compensates very well
- MCC has a good understanding of the goals and needs of the students
- Community tech centers

**Processes:**

- MCC Website-online registration/Web Advisor

- Recruiting of students
- No Worker Left Behind
- GED Program
- College Awareness (advertising with H.S. & M.S.)
- Advising
- Community Involvement

**Recommendation:**

- We recommend expansion

**Table M:**

**Strengths:**

- Teachers who care about students
- Affordability
- Courses, training, programs people can take in short period of time to get a job
- Quality of campus environment
- Image
- Staff who had similar experience as students
- Employees who love Mott
- Speed in adding new classes to reflect current environment, new program development
- Really good facilities
- Good number of satellites

- Employers appreciate our graduates
- Student intake has improved
- Collection of accounts receivable
- Variety of funds available to workforce development students
- Safe campus thru quality of Public Safety
- Ease of application at Mott

**Table L:**

**Strengths:**

- Economical, diverse student and staff
- Community outreach
- Emphasis on good teaching
- Good financial support for occupational/lab programs
- Professional development opportunities
- Grounds and maintenance
- Valuing technology

- Good benefits
- Good faculty
- Dedication to teaching and learning
- Faculty cares
- Appreciative of disability services
- Counseling department
- Employers happy with Mott graduates
- Health Sciences-quality graduates
- Faculty knowledgeable, want/desire to teach and make a difference, people care
- Staff helpful, knowledgeable, people care
- Administrators knowledgeable, listens, people care

**Table G:**

**Strengths:**

- Employee commitment to their professions
- Employee concerns for students
- Effective Public Safety
- Visible service to the community

- Workforce development, community outreach, continuing education
- Student pride
- Accessible faculty

**Recommendation:**

- We recommend an AQIP team to explore a freshman seminar focused on inculcating student behaviors necessary for college success including, academic policies, student behaviors, student conduct, employability, high school-to-college transition, workforce-to-college transition.

**Tables N&B:**

**Strengths:**

- Faculty, staff and students coordinate

- Great website
- Open admission policy
- Affordable
- Workforce develop program
- Update curriculum/training currency
- Personnel truly care about student success
- Varied hours/locations-flexible
- Collaboration with outside agencies
- Positive community presence

**Processes:**

- Student employment
- Budgeting
- Advertising/marketing
- New programs

**Table Discussion:**

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**Table:**

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## Table P:

### Strengths:

- Ability to take advantage of new funding sources
- Student, faculty, staff forums with administrators
- Articulation agreement with other institutions
- WFD collaboration internally and externally
- Concerned faculty and staff
- Provide qualified, prepared employees for area employer's
- Number of available programs
- Sensitivity to needs of students
- Opportunities for underprepared students to succeed
- Opportunities for faculty, staff, students to connect with programs in the community
- Students beginning to identify with campus (Bistro)
- Support for technology issues
- Bistro establishes connection to campus
- Certificate programs
- Workforce development taking advantage of NWLB and other funds
- Cost for students remains good
- Student forums (president)
- DLES-100
- Available class delivery modes vary
- 3 + 1 programs with partner institutions
- Online classroom delivery services (BlackBoard)
- Counseling-advising coordination
- Low cost
- Easy access
- Open communication
- Concerned faculty & staff
- Number of programs
- Advice from counseling and advising
- Provide opportunities for success
- Qualified, prepared, graduating students
- Knowledge
- Expertise
- Accessibility
- Sensitive to needs, willingness to help

## **Table C:**

### **Strengths:**

- Engaging partnerships
- Spirit of collaboration within MCC
- Connections with community
- MCC as springboard to opportunities
- Name recognition/perception of MCC
- Faculty/staff focus on students and community
- Variety of programs
- Technology available/embraces
- Attractive campus
- Admissions-Outreach/recruitment/orientation/advising
- Phyllis in payroll
- Professional development
- Purchasing/receiving
- HR-recruit/hiring standards & processes
- Marketing/name recognition/perception
- Updating courses & programs
- New program development

### **Recommendation:**

- We recommend that MCC work to enhance student success/retention efforts to deal with the “whole student” to aid in circumnavigating challenges, proper placement support services (transportation, child care, tutoring, financial aid, on-time graduation)

**Table S:**

**Strengths:**

- Value- \$ affordable
- Well qualified faculty
- Hands on learning labs (computer, culinary, auto, math empowerment center, writing center)
- Face to face help with registration
- Small class size
- Appearance of campus
- Public safety office
- Bear Bistro
- Wireless internet
- Satellite campus
- Articulation agreements
- MCC website

## **Table:**

### **Strengths:**

- Bistro
- Student Intake –NWL
- Excellent lab facilities (Gorman building, Health Sciences, Computer lab, math tutoring)
- Geology Museum (hallway showcase displays)
- New media & arts program
- Tuition cost is reasonable & you receive quality education
- Students receive guidance

### **Collaboration:**

- Internal within each campus

### **Student Comments:**

- Amazed at how caring staff and instructors are
- Students are excited to have Great Lakes Center available
- Students enjoy having the knowledge of the Staff & Support

**Table:**

**Strengths:**

- Increasing enrollment
- New academic programs
- Efforts to help community (off-site, community centers)
- Staff & faculty increases
- Consistent overall vision throughout entire organization
- Articulation agreements-transferability (K-12)
- Upgraded technology
- Student resources (writing center, math lab, learning center)
- The process of advising students and counseling
- Small class sizes (faculty helpful)
- Improving “college atmosphere”
- Recent change/addition of faculty & staff lounge
- Low-cost provider
- Book advance
- Refundable registration fee

**Table E:**

**Strengths:**

- Faculty/Staff proud of working at MCC, Flexibility of staff/faculty
- Faculty/staff work to help students succeed
- Strong community presence, advertisement we are known within the community
- Low cost, credits that transfer
- Diverse student body
- Modern facilities & equipment (labs, on-line registration, etc.) modern technology systems
- Variety of programs available to students
- Employees stay at MCC for awhile, and as a result have a better knowledge of MCC's history new programs created to keep up with workplace needs

**Processes:**

- A better way to prepare students with their basic skills so they progress
- Define processes better
- More on-line services
- Growing satellite locations
- Make MCC 4-year affordable institution
- K-12 recruitment to get students prepared
- More sections offered to our students
- Highly developed learning community (mentorship)
- Invest more in staffing, training, financial aid
- Information sessions on various areas within the college

